

RGM: Learning to Lead Agenda

DAY 1: Tuesday, May 17, 2005

8:30–10:00

Introductions & Expectations

The Supervisor's Job

- ♦ Giving Clear Instructions
- ♦ Termination Interview

10:00-10:15

Break

10:15-12:00

The Comfort Zone

- ♦ Delegation

12:00-1:00

Lunch

1:00-2:45

Increasing Your Interpersonal Effectiveness

- ♦ Observable Behavior Styles

2:45-3:00

Break

3:00-4:30

Understanding Employee Behavior

- ♦ Getting Ees to Do What They're Supposed to Do

Thank you for filling out your Feedback forms

RGM: New Coordinator Orientation Agenda

DAY 2: Wednesday, May 18, 2005

8:15-8:30	Network/Travel
8:30-10:00	Debrief Homework Communicatins Skills <ul style="list-style-type: none">♦ Effective Listening Skills♦ Feedback♦ Leveling
10:00-10:15	Break
10:15-12:00	Performance Coaching
12:00-1:00	Lunch
1:00-2:45	Hiring Winners <ul style="list-style-type: none">♦ Interview Questions that won't get you into trouble♦ Behavior based interviews Laws Affecting Supervisors <ul style="list-style-type: none">♦ Employment at will♦ Discrimination and harrasment
2:45-3:00	Break/Travel
3:00-4:15	Goal Setting for Success <ul style="list-style-type: none">♦ SMART process♦ Program conclusion
4:15-4:30	Questions/Answers Feedback/Wrap-up